

## **Knowledge Network Program Outline**

### ***Program Objective:***

The Career Zone will provide an informal, yet structured, framework for staff to tap into the significant expertise that exists within the organization by connecting SFA staff that have institutional knowledge with peers who seek that knowledge.

### ***Program Outcomes:***

- SFA will move forward in developing a culture that encourages more individuals to share their knowledge, insights and experiences to promote the individual development of others and to achieve organizational goals.
- Individuals within the organization will be able to fill knowledge and skill gaps at point of need and with relevant information.

### ***Target Customers:***

The Knowledge Network is a resource for staff at every stage in their career and in every channel and organizational unit. The program is by no means limited to connecting less experienced staff with individuals at higher levels within the organization. Level and grade are not considered when an individual is considered to be a subject matter expert.

### ***Operating Guidelines: “Make it easy, then get out of the way”***

- ✓ Create a database of “subject matter experts” who would be available to share their expertise with individuals at point of need.
- ✓ Evaluate staff request for information via simple form and connect the individual with the proper expert.
- ✓ Follow up with subject matter experts to get feedback.
- ✓ Track requests by topic as informal needs analysis. Data can be used to recruit subject matter experts to meet demand and identify future topics for Skill Exchanges.

### ***Targeted Time Frame for Implementation:***

- o July/August- Secure support of Senior Leadership and SFA Management
- o September- Promote program and build database of “experts”
- o October/November- Program Kick off